



*Our Mission: Delivering excellent public services that address our community's needs and enhance our quality of life*

## **NEIGHBORHOOD AND UNINCORPORATED AREA MUNICIPAL SERVICES GOALS**

- **Provide efficient, consistent, and appropriate growth management, urban planning, and transportation development services**
- **Empower the community by increasing communication and coordination with local, state, and federal entities**
- **Use consistent, fair and effective means to achieve code compliance**
- **Enact programs to beautify and improve urban and residential areas**
- **Promote responsible stewardship of natural resources and unique community environments**
- **Provide timely and reliable public infrastructure services including road maintenance, storm water, solid waste and wastewater management, and a safe and clean water delivery system consistent with the Comprehensive Development Master Plan (CDMP)**

### **Priority Key Outcomes**

- Increased urban infill development and decreased urban sprawl
- Protection of viable agriculture and environmentally-sensitive land
- Improved community design
- Strengthened bond between the community and Miami-Dade County government
- Improved community access to information and services
- Well-trained, customer-friendly county government workforce
- Resident and business voluntary compliance with county codes
- Timely identification and remediation of nuisances, including unsafe structures
- Neighborhood and rights-of-way aesthetics that foster and enhance quality of life
- Improved neighborhood roadways, sidewalks, drainage, and reduced flooding

## Neighborhood and Unincorporated Area Services

### Mission Statement

*“To provide efficient, accountable, accessible, and courteous neighborhood services that enhance quality of life and involve the community.”*

DESIRED OUTCOMES	STRATEGIES	PRELIMINARY PERFORMANCE OBJECTIVE/ KEY PERFORMANCE INDICATOR(S)
Increased urban infill development and decreased urban sprawl (priority outcome)	<ul style="list-style-type: none"> <li>▪ Educate the community on the purpose and benefits of the urban development boundary and the importance of agricultural and environmentally sensitive lands as well as natural areas.</li> <li>▪ Promote infill inside the urban development boundary, including promotion and cooperation with municipalities</li> </ul>	<ul style="list-style-type: none"> <li>▪ Two suitable locations per year identified for mixed-use development</li> <li>▪ Number of new infill development and infill redevelopment projects per year &lt;Target pending additional input from Planning Department&gt;</li> </ul>
Protection of viable agriculture and environmentally-sensitive lands (priority outcome)	<ul style="list-style-type: none"> <li>▪ Work with the agricultural industry and the community to review and revise policies and codes to maintain current viable agricultural and environmentally sensitive land</li> </ul>	<ul style="list-style-type: none"> <li>▪ No net loss of agricultural or environmentally sensitive lands</li> </ul>
Improved community design (priority outcome)	<ul style="list-style-type: none"> <li>▪ Identify strategic areas and neighborhoods in need of improved urban design within each commission district</li> <li>▪ Target better planning and urban design to these areas through charettes, integrated infrastructure development, and promotion of mixed-use developments</li> <li>▪ Identify and promote areas with maximum potential for urban infill, including areas for increased density as appropriate</li> <li>▪ Identify infrastructure needs in infill areas</li> <li>▪ Prioritize recommended improvements to these areas</li> <li>▪ Ensure that infrastructure improvements are implemented in compliance with these locally-developed plans</li> <li>▪ Provide ongoing neighborhood assistance</li> </ul>	<ul style="list-style-type: none"> <li>▪ 80% of residents satisfied with urban planning and design in their neighborhoods</li> <li>▪ 90% of residents satisfied with urban planning and design in neighborhoods with planned improvements in urban design</li> </ul>

Strengthened bond between the community and Miami-Dade County government (priority outcome)	<ul style="list-style-type: none"> <li>▪ Establish listening posts and focus groups to obtain community input and feedback on relevant community issues and provide timely response to issues raised</li> <li>▪ Expand the local community presence of the Board of County Commissioners and other local officials through outreach and technology</li> </ul>	<ul style="list-style-type: none"> <li>▪ 80% of residents satisfied with available mechanisms for community involvement</li> </ul>
Improved community access to information and services (priority outcome)	<ul style="list-style-type: none"> <li>▪ Provide more information through the answer center and county web portal site</li> <li>▪ Utilize the County's digital branding project to encourage the use of all county electronic channels</li> </ul>	<ul style="list-style-type: none"> <li>▪ 80% of residents satisfied with information delivery systems</li> </ul>
Well-trained, customer-friendly County government workforce (priority outcome)	<ul style="list-style-type: none"> <li>▪ Enhance customer service training by expanding interagency training within county government and with federal and state agencies</li> </ul>	<ul style="list-style-type: none"> <li>▪ A quality rating of at least 4 out of 5 for employee customer service</li> </ul>
Resident and business voluntary compliance with county codes (priority outcome)	<ul style="list-style-type: none"> <li>▪ Expand community education sessions (including citizens' academy, outreach sessions, etc.)</li> <li>▪ Provide enhanced information with warning notices to facilitate compliance with tickets as well as knowledge and understanding to enhance compliance in the future</li> <li>▪ Review and re-evaluate codes to ensure appropriate first actions for a code violation</li> </ul>	<ul style="list-style-type: none"> <li>▪ 80% of residents aware of critical knowledge factors of code compliance</li> </ul>
Timely identification and remediation of nuisances, including unsafe structures (priority outcome)	<ul style="list-style-type: none"> <li>▪ Provide timely and consistent remediation services for nuisances</li> <li>▪ Focus pro-active enforcement of unsafe structures in older areas of the county</li> <li>▪ Utilize expedited process for demolition of residential structures under Chapter 17B of the existing code</li> <li>▪ Establish a uniform integrated complaint system to avoid duplication of unsafe structure cases between departments</li> </ul>	<ul style="list-style-type: none"> <li>▪ 90% of unsafe structure cases opened during the last 24 months have been closed</li> <li>▪ 80% of nuisances remediated within pre-defined timeframes</li> </ul>
Consistent interpretation and application of enforcement practices	<ul style="list-style-type: none"> <li>▪ Develop and maintain educated code compliance staff</li> <li>▪ Ensure adequate and equitable distribution of enforcement staffing and resources</li> <li>▪ Periodically review code regulations</li> </ul>	<ul style="list-style-type: none"> <li>▪ 80% of customers satisfied with services provided in each district</li> </ul>

Neighborhood and rights-of-way aesthetics that foster and enhance quality of life (priority outcome)	<ul style="list-style-type: none"> <li>▪ Enhance roadway and rights-of-way landscape maintenance by expanding to arterials and increasing the frequency of existing maintenance</li> <li>▪ Incorporate native/drought-tolerant species in landscaping to facilitate future maintenance</li> <li>▪ Increase public, private and partnership participation in adopting portions of the county roadways, natural areas, etc.</li> <li>▪ Increase litter pick-up and removal between routine maintenance cycles</li> <li>▪ Increase enforcement coordination among county departments to reduce illegal dumping and littering</li> <li>▪ Pursue local and state incentives and other initiatives to reduce litter through recycling, biodegradable materials, etc.</li> <li>▪ Educate the public to reduce litter and illegal dumping</li> </ul>	<ul style="list-style-type: none"> <li>▪ 90% of roadways and rights of way clean and well-maintained</li> <li>▪ 80% of residents and visitors rating county neighborhoods as aesthetically pleasing</li> </ul>
Timely repair and replacement of damaged property	<ul style="list-style-type: none"> <li>▪ Review, revise and enforce all landscape-related county code (landscape, roadway widths, medians, tree canopy, etc.) to enhance neighborhood beauty (consistent with safety, environmental regulations, etc.)</li> <li>▪ Work with local communities to identify opportunities for beautification</li> <li>▪ Ensure sufficient resources to meet demand for replacement of damaged property</li> <li>▪ Improve the process to deploy replacement inventory in compliance with replacement time standards by type of property being replaced</li> </ul>	<ul style="list-style-type: none"> <li>▪ 80% compliance with replacement and repair time standards</li> </ul>
Continuing supplies of quality drinking water to meet demand	<ul style="list-style-type: none"> <li>▪ Protect existing public water supply well and well fields</li> <li>▪ Provide public education regarding water conservation and pollution control</li> <li>▪ Evaluate and implement options to increase water availability (including reuse, aquifer storage and recovery, and other alternative water supply sources)</li> <li>▪ Ensure that treatment and delivery meets or exceeds existing water standards</li> </ul>	<ul style="list-style-type: none"> <li>▪ 100% compliance with water quality standards</li> <li>▪ Reduction in average water use per capita (WASD to provide current measure and target)</li> <li>▪ Water and sewer infrastructure capacity that exceeds 102 percent of maximum daily flow for the preceding year</li> <li>▪ Increase in the acreage retained or created to enhance aquifer recharge/water storage capacity (WASD to provide current measure and target)</li> </ul>

Restoration of county construction project site areas to original conditions in a timely manner	<ul style="list-style-type: none"> <li>▪ Improve clean-up after county construction projects to reduce pollution</li> </ul>	<ul style="list-style-type: none"> <li>▪ 95% of county site areas restored to original condition within stated contract period</li> </ul>
Preservation of wetlands and environmentally valuable uplands	<ul style="list-style-type: none"> <li>▪ Acquire and maintain environmentally endangered lands from willing sellers</li> <li>▪ Provide incentives for landowners to preserve and maintain environmentally valuable land</li> <li>▪ Regulate land use to minimize loss of wetlands and other environmentally important lands</li> </ul>	<ul style="list-style-type: none"> <li>▪ 95% acquisition of remaining 34,000+ acres of potentially available environmentally endangered lands by 2015</li> </ul>
Reduced noise levels for residents within the vicinity of Miami-Dade Aviation Department airports	<ul style="list-style-type: none"> <li>▪ Evaluate and modify existing arrival and departure procedures</li> <li>▪ Coordinate with land use planning efforts to maximize compatibility of surrounding land uses</li> <li>▪ Do not increase the number of flight tracks over residential areas</li> </ul>	<ul style="list-style-type: none"> <li>▪ Reduction in the number of flight tracks over residential areas (MDAD to provide current measure and target)</li> </ul>
Improved neighborhood roadways, sidewalks, drainage, and reduced flooding (priority outcome)	<ul style="list-style-type: none"> <li>▪ Develop inventory of existing roadway, sidewalk, and drainage maintenance needs</li> <li>▪ Improve outreach efforts for timely identification of problem areas, including facilitation of identification of jurisdictional responsibilities</li> <li>▪ Develop and implement process to inspect roadway, sidewalk, and drainage infrastructure for preventive maintenance</li> <li>▪ Implement management information system to prioritize service requirements and to identify funding sources</li> <li>▪ Allocate necessary resources to provide level-of-service desired by the public</li> <li>▪ Enhance drainage systems pursuant to the storm water master plan and by increasing canal dredging, including secondary canals</li> </ul>	<ul style="list-style-type: none"> <li>▪ 80% of roadway, sidewalk, and drainage infrastructure surveyed in satisfactory condition</li> <li>▪ Reduce by 75% the number of repetitive flood damage claims at the same location</li> </ul>

<p>Reduction in sewage overflows and provision of sewage systems to unconnected commercial corridors</p> <p>Protection of water quality and improved water pressure</p>	<ul style="list-style-type: none"> <li>▪ Prioritize water and sewer improvements, including areas needing sewer service connections</li> <li>▪ Educate the community on costs of the improvements</li> <li>▪ Pursue funding for identified improvements, including alternative funding sources</li> </ul>	<ul style="list-style-type: none"> <li>▪ No reportable overflows resulting in warning letters from the Florida Department of Environmental Protection of the Miami-Dade County Department of Environmental Resource Management</li> <li>▪ Reduction in response time for sewage system overflows (WASD to provide current measure and target)</li> <li>▪ 100% of the water system primary distribution points maintained at least 20 lbs per square inch of pressure 100% of the time</li> </ul>
<p>Improved public infrastructure level-of-service standards and policies</p>	<ul style="list-style-type: none"> <li>▪ Maintain a dialogue with residents and the development industry to identify strengths and weaknesses of existing level-of-service and impact fees standards and policies</li> <li>▪ Improve land acquisition processes for public infrastructure</li> <li>▪ Enhance coordination between impact fees and level-of-service infrastructure improvements</li> <li>▪ Maximize communication between agencies involved in the process</li> </ul>	<ul style="list-style-type: none"> <li>▪ 100% compliance with level-of service standards contained in the CDMP</li> <li>▪ 80% of residents satisfied with infrastructure level-of-service provided</li> </ul>
<p>Integrated traffic calming in neighborhoods</p>	<ul style="list-style-type: none"> <li>▪ Review and enhance county standards to provide for traffic calming in new developments</li> <li>▪ Analyze, revise and enforce laws for speeding in local neighborhoods</li> </ul>	<ul style="list-style-type: none"> <li>▪ 100% compliance with regulatory speeds on neighborhood roads</li> </ul>
<p>Safe, comfortable and convenient pedestrian rights-of-way</p>	<ul style="list-style-type: none"> <li>▪ Develop pedestrian-friendly standards for sidewalks and other pedestrian rights-of-way</li> <li>▪ Ensure safe pedestrian routes to schools</li> <li>▪ Maximize safe pedestrian access to parks, government facilities and high traffic area</li> </ul>	<ul style="list-style-type: none"> <li>▪ 90% of residents satisfied with pedestrian rights-of-way in Miami-Dade County</li> </ul>